

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Comprehensive Psychiatric Services Community Services and Inpatient

## Demographics

		Total Served <sup>a</sup>			Total Survey Returns <sup>b</sup>		
		Inpatient/ Community Services	Inpatient	Community Services	Inpatient/ Community Services	Inpatient	Community Services
<b>SEX</b>	Male	48.5%	74.2%	46.8%	47.4%	76.8%	43.8%
	Female	51.5%	25.8%	53.2%	52.6%	23.2%	56.2%
<b>RACE</b>	White	78.8%	63.4%	79.7%	80.9%	61.8%	83.2%
	Black	18.8%	33.1%	17.9%	12.6%	27.1%	10.8%
	Hispanic	0.5%	1.2%	0.5%	1.1%	1.8%	1.0%
	Native American	0.4%	0.3%	0.4%	1.6%	2.3%	1.6%
	Pacific Islander	0.1%	0.2%	0.1%	0.1%	0.2%	0.1%
	Other	1.4%	1.9%	1.4%	3.7%	6.9%	3.4%
<b>AGE</b>	0-17	15.3%	8.1%	15.9%	9.3%	11.7%	9.0%
	18-49	61.9%	73.0%	61.2%	66.4%	71.1%	65.8%
	50+	22.7%	18.9%	22.9%	24.3%	17.3%	25.1%

<sup>a</sup> The demographic statistics in the columns marked Total Served are based on the number of people served in April 2001 according to DMH billing records.

<sup>b</sup> The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

## Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

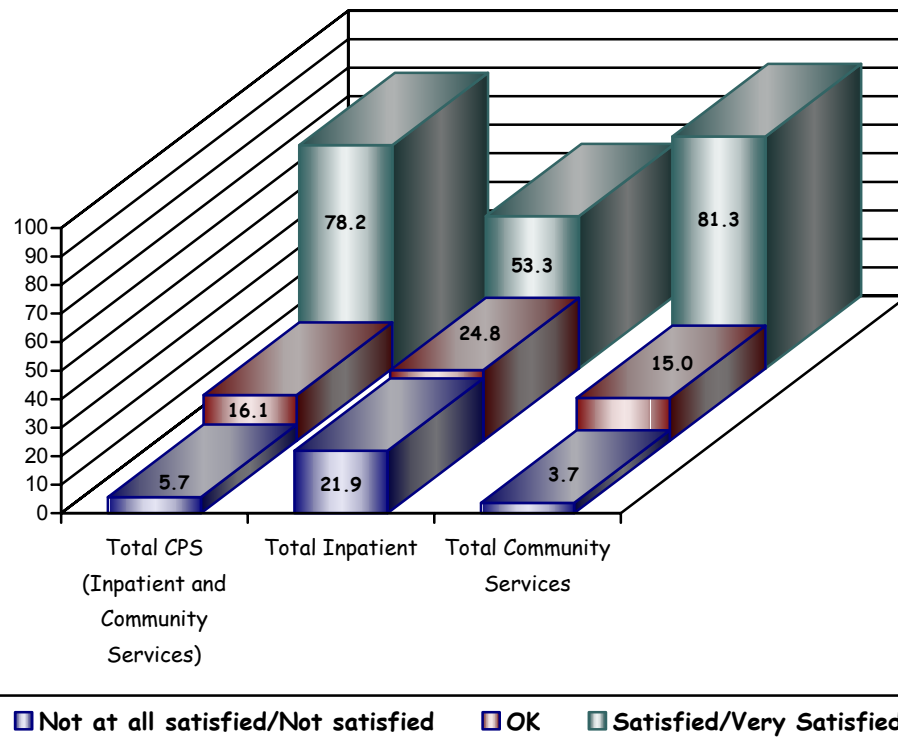
	Number Served April 2001	Number Forms Returned	Percent of Served Returned
Total CPS	26599*	6009	22.6%
Total CPS Inpatient	1851*	681	36.8%
Total CPS Community Services	25136*	5328	21.2%
*Unduplicated Count			

## Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item.*

	Total CPS	Total Inpatient	Total Community Services
Are you deaf or hard of hearing?	9.2%	11.6%	8.9%
<i>If yes, do you use sign language?</i>	12.9%	27.5%	10.6%
If you use sign language, did this agency use sign language without the help of an interpreter?	14.4%	43.2%	9.4%
If you use sign language and the staff did not sign to you, was an interpreter provided?	16.0%	34.3%	12.6%

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 78.2% of the consumers of the Division of Comprehensive Psychiatric Services (CPS) who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The consumers in the Community Services programs were more satisfied with services than the consumers in the Inpatient programs (81.3% versus 53.3% with a satisfied or very satisfied rating).

# Satisfaction with Services

How satisfied are you . . .	Total CPS Inpatient and Community Services	Total CPS Inpatient	Total CPS Community Services
with the staff who serve you?	4.23 (5818)	3.55 (642)	4.31 (5176)
with how much your staff know about how to get things done?	4.15 (5766)	3.57 (641)	4.23 (5125)
with how staff keep things about you and your life confidential?	4.26 (5720)	3.62 (638)	4.34 (5082)
that your treatment plan has what you want in it?	4.08 (5690)	3.35 (627)	4.17 (5063)
that your treatment plan is being followed by those who assist you?	4.15 (5690)	3.55 (629)	4.22 (5061)
that the agency staff respect your ethnic and cultural background?	4.27 (5485)	3.64 (621)	4.35 (4864)
with the services that you receive?	4.21 (5743)	3.49 (636)	4.30 (5107)
that services are provided in a timely manner?	4.22 (5122)	-	4.22 (5122)
that staff treats you with respect, courtesy, caring, and kindness?	3.53 (645)	3.53 (645)	-
that the environment is clean and comfortable?	3.60 (648)	3.60 (648)	-
that the meals are good, nutritious and sufficient amounts?	3.34 (645)	3.34 (645)	-
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.			

## Some of the key findings were:

- **Statewide, the people served by the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services they received. The mean of the responses for all but three items were above a 4.00 ("satisfied").**
- **Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.27).**
- **Consumers were least satisfied with the meals being good, nutritious and in sufficient amounts (mean of 3.34).**
- **The CPS Community Services program was rated higher by consumers than the CPS Inpatient program.**

# Satisfaction with Quality of Life

How satisfied are you . . .	Total CPS Inpatient and Community Services	Total CPS Inpatient	Total CPS Community Services
with how you spend your day?	3.47 (5098)	-	3.47 (5098)
with where you live?	3.66 (5068)	-	3.66 (5068)
with the amount of choices you have in your life?	3.43 (5083)	-	3.43 (5083)
with the opportunities/chances you have to make friends?	3.52 (5052)	-	3.52 (5052)
with your general health care?	3.69 (5038)	-	3.69 (5038)
with what you do during your free time?	3.53 (5076)	-	3.53 (5076)
How safe do you feel . . .			
in this facility?	3.56 (643)	3.56 (643)	-
in your home/agency?	3.97 (4890)	-	3.97 (4890)
in your neighborhood?	3.80 (4824)	-	3.80 (4824)
<p>The first number represents a mean rating.  Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.  Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			

## Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the home (mean of 3.97) and least satisfied with the amount of choices in their life (mean of 3.43).

## Comparison by Gender Inpatient and Community Services Combined

The analysis compared the responses of consumers by gender on the satisfaction survey items. Females were more satisfied with the services they received from the Division of Comprehensive Psychiatric Services. Males indicated more satisfaction with their quality of life.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.12 (2635)	4.34 (2960)	F(1,5593)=74.59, p<.001
with how much your staff know how to get things done?	4.04 (2611)	4.16 (2934)	F(1,5543)=75.67, p<.001
with how staff keep things about you and your life confidential?	4.15 (2592)	4.38 (2911)	F(1,5501)=75.66, p<.001
that your treatment plan has what you want on it?	3.96 (2573)	4.20 (2898)	F(1,5469)=71.86, p<.001
that the treatment plan is being followed by those who assist you?	4.05 (2582)	4.25 (2889)	F(1,5469)=60.63, p<.001
that the agency staff respect your ethnic and cultural background?	4.15 (2499)	4.40 (2773)	F(1,5270)=88.45, p<.001
with the services you receive?	4.10 (2610)	4.32 (2915)	F(1,5523)=65.82, p<.001
that services are provided in a timely manner?	4.16 (2166)	4.27 (2790)	F(1,4954)=15.18, p<.001
with how you spend your day?	3.55 (2156)	3.40 (2777)	F(1,4931)=24.78, p<.001
with the amount of choices you have in your life?	3.48 (2150)	3.39 (2769)	F(1,4917)=7.35, p=.007
with the opportunities/chances you have to make friends?	3.58 (2136)	3.47 (2753)	F(1,4887)=10.71, p=.001
with your general health care?	3.80 (2129)	3.60 (2749)	F(1,4876)=37.22, p<.001
with what you do in your free time?	3.65 (2149)	3.43 (2765)	F(1,4912)=46.66, p<.001
How safe do you feel in your home/agency?	4.00 (2040)	3.94 (2699)	F(1,4737)=4.34, p=.037
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			

## Comparison of Racial/Ethnic Background Inpatient and Community Services Combined

The analysis compared the responses of consumers by racial/ethnic background. Caucasians were significantly more satisfied with the services they received than other ethnic groups. The lowest satisfaction rating occurred in the *other* category. Caucasians felt safer in the facility and in their neighborhood than other categories of racial and ethnic backgrounds.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?(a, b, c)	4.30 (4522)	4.00 (692)	3.92 (60)	4.15 (91)	3.89 (205)	F(4,5565)=24.29, p<.001
with how much your staff know how to get things done?(a, c)	4.21 (4478)	3.97 (687)	3.85 (59)	4.11 (91)	3.95 (201)	F(4,5511)=13.78, p<.001
with how staff keep things about you and your life confidential?(a, c)	4.33 (4443)	4.02 (683)	4.00 (59)	4.27 (90)	3.96 (197)	F(4,5467)=21.33, p<.001
that your treatment plan has what you want on it?(a, b, c)	4.14 (4418)	3.85 (679)	3.72 (57)	4.02 (90)	3.87 (198)	F(4,5437)=16.66, p<.001
that the treatment plan is being followed by those who assist you?(a, b, c)	4.21 (4419)	3.93 (679)	3.77 (60)	4.08 (89)	3.85 (197)	F(4,5439)=20.20, p<.001
that the agency staff respect your ethnic and cultural background?(a, b, c)	4.35 (4224)	4.03 (682)	3.93 (56)	4.14 (87)	4.01 (192)	F(4,5236)=24.43, p<.001
with the services you receive?(a, c)	4.28 (4462)	4.02 (683)	3.97 (58)	4.00 (91)	3.91 (203)	F(4,5492)=18.21, p<.001
that services are provided in a timely manner?(a, c)	4.26 (4117)	4.08 (531)	3.88 (48)	4.05 (79)	4.00 (161)	F(4,4931)=9.24, p<.001
with the opportunities/chances you have to make friends?(a)	3.49 (4056)	3.69 (532)	3.47 (49)	3.59 (78)	3.46 (154)	F(4,4864)=3.69, p=.005
with how safe you feel in this facility? <sup>1</sup> (c)	3.67 (365)	3.54 (152)	3.55 (11)	3.36 (11)	2.85 (39)	F(4,573)=3.73, p=.005
with how safe you feel in the neighborhood?	3.82 (3887)	3.68 (510)	3.79 (42)	3.79 (73)	3.63 (147)	F(4,4654)=2.86, p=.022
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <sup>1</sup> Refers to Inpatient facility only.  <i>Scheffe Post-Hoc significance at .05 or less.</i>  (a) Interaction between White and Black.  (b) Interaction between White and Hispanic.  (c) Interaction between White and Other.</p>						

## Comparison by Age Inpatient and Community Services Setting

The analysis compared the responses of consumers by three age groupings (1) those younger than 18 years of age; (2) adults under the age of 50 years; and (3) adults over 50 years of age. Adults, especially those over the age of 50 years, were the most satisfied with services. There were mixed results for satisfaction with quality of life issues. The youth/adolescents were more satisfied with how they spent their day, what they did in their free time, where they lived, the safety in the facility, their general health care, and the safety in their homes and neighborhood. Older adults were more satisfied with the amount of choices they have and opportunities to make friends.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(a, b)	4.06 (508)	4.25 (3641)	4.29 (1322)	F(2,5468)=10.76, p<.001
with how much your staff know how to get things done?(a, b, c)	3.97 (503)	4.17 (3608)	4.24 (1309)	F(2,5417)=15.63, p<.001
that your treatment plan has what you want on it?(a, b, c)	3.95 (500)	4.08 (3556)	4.17 (1296)	F(2,5349)=8.38, p<.001
that the treatment plan is being followed by those who assist you?(a, b)	4.01 (499)	4.16 (3565)	4.22 (1287)	F(2,5348)=8.59, p<.001
with the services you receive?(a, b)	4.09 (501)	4.22 (3603)	4.28 (1302)	F(2,5403)=7.21, p=.001
that services are provided in a timely manner?(a, b)	4.01 (428)	4.24 (3206)	4.28 (1211)	F(2,4842)=13.95, p<.001
that the meals are good, nutritious, and in sufficient amounts? <sup>1</sup> (a, b)	2.82 (71)	3.40 (408)	3.52 (99)	F(2,575)=6.66, p=.001
with how you spend your day?(a, b, c)	3.71 (391)	3.41 (3212)	3.53 (1218)	F(2,4818)=15.76, p<.001
with where you live?(a, c)	3.83 (395)	3.59 (3195)	3.80 (1205)	F(2,4792)=18.17, p<.001
with the amount of choices you have?(c)	3.44 (392)	3.40 (3207)	3.50 (1213)	F(2,4809)=3.04, p=.048
with the opportunities you have to make friends?(a, c)	3.63 (391)	3.45 (3188)	3.65 (1199)	F(2,4775)=14.72, p<.001
with your general health care?(a, b)	3.93 (380)	3.65 (3188)	3.73 (1198)	F(2,4763)=12.38, p<.001
with what you do in your free time?(a, c)	3.77 (388)	3.47 (3206)	3.61 (1210)	F(2,4801)=15.22, p<.001
with how safe you feel in this facility?(a, b)	4.01 (70)	3.53 (408)	3.39 (98)	F(2,573)=5.43, p=.005
with how safe you feel in your home/agency?(a, b)	4.20 (392)	3.93 (3077)	3.98 (1165)	F(2,4631)=12.06, p<.001
with how safe you feel in the neighborhood?(a, c)	3.91 (390)	3.76 (3033)	3.86 (1147)	F(2,4567)=5.56, p=.004
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <sup>1</sup>Refers to Inpatient facilities only.  Scheffe Post-Hoc significance at .05 or less  (a) Interaction between ages 0-17 and 18-49.  (b) Interaction between ages 0-17 and 50+.  (c) Interaction between ages 18-49 and 50+.</p>				



## Comparison by Current Living Situation Inpatient and Community Services Combined

The analysis compared the responses of consumers by their current living arrangement. Those who lived independently were the most satisfied with services. Those who lived with their biological parents were significantly more satisfied with what they do in their free time, where they live, and the safety in their home. Those in residential facilities and group homes reported most satisfaction with opportunities to make friends, with the amount of choices they have, and with their general healthcare.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?(a, b, d, e)	4.41 (3500)	4.11 (700)	4.03 (386)	4.00 (48)	4.16 (274)	4.16 (245)	F(5,5147)=27.81, p<.001
with how much your staff know how to get things done?(a, b, c, d, e)	4.31 (3475)	4.10 (689)	4.02 (380)	3.86 (49)	4.06 (272)	4.06 (243)	F(5,5102)=17.38, p<.001
with how staff keep things about you and your life confidential?(a, b, e)	4.43 (3447)	4.11 (679)	4.10 (379)	4.20 (50)	4.25 (271)	4.16 (236)	F(5,5056)=23.30, p<.001
that your treatment plan has what you want on it?(a, b, c, d)	4.24 (3423)	3.98 (689)	4.01 (377)	3.59 (46)	4.04 (272)	4.04 (238)	F(5,5039)=17.24, p<.001
that the treatment plan is being followed by those who assist you?(a, b, c, d, e)	4.30 (3426)	4.03 (683)	4.06 (375)	3.80 (46)	4.04 (271)	4.03 (241)	F(5,5036)=19.20, p<.001
that the agency staff respect your ethnic and cultural background?(a, b, e)	4.44 (3266)	4.14 (660)	4.12 (368)	4.19 (48)	4.26 (271)	4.23 (233)	F(5,4840)=21.38, p<.001
with the services you receive?(a, b, c, d, e)	4.38 (3472)	4.13 (683)	4.09 (379)	3.92 (50)	4.10 (268)	4.10 (244)	F(5,5090)=21.05, p<.001
that services are provided in a timely manner?(a, b, d)	4.31 (3398)	4.04 (668)	4.01 (362)	3.87 (45)	4.00 (259)	4.15 (222)	F(5,4948)=19.25, p<.001
with how you spend your day?(a, b, c, d, f, g, h, I)	3.41 (3397)	3.63 (675)	3.66 (365)	2.51 (45)	3.72 (233)	3.55 (213)	F(5,4922)=17.01, p<.001
with where you live?(c, f, g, h, I)	3.70 (3384)	3.56 (675)	3.61 (360)	1.86 (43)	3.79 (234)	3.64 (210)	F(5,4900)=22.34, p<.001
with the amount of choices you have?(a, f, g, h, I)	3.43 (3395)	3.48 (670)	3.48 (362)	2.52 (44)	3.45 (232)	3.38 (214)	F(5,4911)=5.79, p<.001
with the opportunities you have to make friends?(a, b, c, f, g, h, I)	3.45 (3369)	3.75 (670)	3.70 (362)	2.74 (43)	3.59 (233)	3.59 (210)	F(5,4881)=13.56, p<.001
with your general health care?(a, b, c, f, g, h, I)	3.63 (3376)	3.85 (669)	3.89 (360)	2.95 (42)	3.81 (221)	3.66 (208)	F(5,4870)=11.35, p<.001
with what you do in your free time?(a, b, c, d, f, g, h, I)	3.45 (3395)	3.77 (670)	3.75 (360)	2.48 (44)	3.83 (229)	3.60 (212)	F(5,4904)=22.73, p<.001
with how safe you feel in your home/agency?(a, f, g, h, I)	3.97 (3298)	3.93 (634)	3.95 (323)	2.71 (35)	4.14 (237)	3.96 (204)	F(5,4725)=11.52, p<.001
with how safe you feel in the neighborhood?(a, f, g, h, I)	3.79 (3262)	3.87 (615)	3.90 (314)	2.59 (39)	3.76 (236)	3.78 (199)	F(5,4659)=10.47, p<.001

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Independent and Biological Parents.
- (e) Interaction between Independent and Other.
- (f) Interaction between Homeless and Group Home.
- (g) Interaction between Homeless and RTF.
- (h) Interaction between Homeless and Biological parents.
- (j) Interaction between Homeless and Other.

## Comparison by Whether Resided in Residential Treatment Inpatient and Community Services Combined

The analysis compared the responses of consumers by those who had lived in a residential treatment facility during the past year and those who had not. Those who had not lived in a residential treatment facility were more satisfied with where they lived. Those who had lived in a residential facility during the past year, however, were more satisfied with how they spent their day, their opportunity to meet friends, their general healthcare, what they did during their free time, and how safe they felt in their neighborhood.

How satisfied are you...	Residential	Non-Residential	Significance
with the staff who serve you?	4.14 (1221)	4.36 (3850)	F(1,5069)=61.41, p<.001
with how much your staff know how to get things done?	4.08 (1213)	4.27 (3813)	F(1,5024)=42.88, p<.001
with how staff keep things about you and your life confidential?	4.12 (1207)	4.41 (3775)	F(1,4980)=88.99, p<.001
that your treatment plan has what you want on it?	4.00 (1204)	4.22 (3758)	F(1,4960)=48.26, p<.001
that the treatment plan is being followed by those who assist you?	4.05 (1206)	4.27 (3754)	F(1,4958)=49.95, p<.001
that the agency staff respect your ethnic and cultural background?	4.16 (1177)	4.41 (3596)	F(1,4771)=77.33, p<.001
with the services you receive?	4.12 (1208)	4.34 (3803)	F(1,5009)=54.17, p<.001
that services are provided in a timely manner?	4.06 (1164)	4.27 (3712)	F(1,4874)=45.15, p<.001
with how you spend your day?	3.57 (1167)	3.44 (3686)	F(1,4851)=12.63, p<.001
with the opportunities you have to make friends?	3.66 (1154)	3.47 (3651)	F(1,4803)=22.62, p<.001
with your general health care?	3.77 (1145)	3.67 (3650)	F(1,4793)=6.73, p=.009
with what you do in your free time?	3.69 (1161)	3.48 (3670)	F(1,4829)=27.93, p<.001
with how safe you feel in the neighborhood?	3.86 (1051)	3.78 (3544)	F(1,4593)=4.24, p=.039
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			

## Comparison across Programs

### Inpatient and Community Services Combined

A comparison was made between the programs of both inpatient and community services of the Division of Comprehensive Psychiatric Services. Those participating in the CPRC and non-CPRC adult program were the most satisfied with services.

How satisfied are you...	CPRC Consumer	Non-CPRC Adult	Child/ Adolescent	Adult Acute Care	Adult Long- Term Care	Child/ Adolescent Acute Care	Child/ Adolescent Residential	Significance
with the staff who serve you?(b, d, e, f, g, h, I, j, k, l, m, n)	4.31 (3404)	4.38 (1393)	4.10 (379)	4.08 (141)	3.36 (429)	4.11 (27)	3.38 (45)	F(6,5811)=81.18, p<.001
with how much your staff know how to get things done?(b, d, e, f, h, I, j, l, n)	4.25 (3371)	4.23 (1377)	4.02 (377)	4.08 (143)	3.35 (426)	4.15 (27)	3.58 (45)	F(6,5759)=64.37, p<.001
with how staff keep things about you and your life confidential?(a, d, e, f, g, h, I, j, k, l, n)	4.31 (3339)	4.45 (1370)	4.22 (373)	4.01 (140)	3.47 (428)	4.23 (26)	3.52 (44)	F(6,5713)=63.25, p<.001
that your treatment plan has what you want on it?(c, d, e, h, I, j, k, l, n)	4.19 (3336)	4.14 (1352)	4.03 (375)	3.85 (137)	3.14 (419)	4.15 (27)	3.34 (44)	F(6,5683)=75.84, p<.001
that the treatment plan is being followed by those who assist you?(b, c, d, h, j, l, n)	4.25 (3345)	4.20 (1344)	4.05 (372)	3.95 (139)	3.36 (418)	4.11 (27)	3.78 (45)	F(6,5683)=55.88, p<.001
that the agency staff respect your ethnic and cultural background?(c, d, g, h, j, l, o)	4.34 (3194)	4.40 (1301)	4.24 (369)	4.05 (139)	3.43 (412)	4.08 (26)	4.00 (44)	F(6,5478)=67.24, p<.001
with the services you receive?(c, d, e, g, h, I, j, l, n)	4.31 (3357)	4.32 (1376)	4.13 (374)	3.93 (143)	3.28 (423)	4.15 (26)	3.70 (44)	F(6,5736)=80.59, p<.001
that services are provided in a timely manner?	4.24 (3372)	4.21 (1380)	4.02 (370)	-	-	-	-	F(6,5115)=3.06, p=.006
that the staff treats you with respect, courtesy, caring, and kindness?	-	-	-	4.03 (143)	3.35 (431)	4.15 (27)	3.39 (44)	F(6,638)=5.90, p<.001
that the environment is clean and comfortable?	-	-	-	4.15 (143)	3.35 (433)	3.93 (27)	3.18 (45)	F(6,641)=6.96, p<.001
that the meals are good, nutritious, and in sufficient amounts?	-	-	-	3.80 (145)	3.29 (428)	3.52 (27)	2.31 (45)	F(6,638)=7.63, p<.001
with how you spend your day?	3.55 (3377)	3.22 (1385)	3.74 (336)	-	-	-	-	F(6,5091)=18.59, p<.001
with where you live?	3.71 (3348)	3.48 (1382)	3.81 (338)	-	-	-	-	F(6,5061)=7.05, p<.001
with the amount of choices you have?	3.52 (3362)	3.20 (1386)	3.45 (335)	-	-	-	-	F(6,5076)=12.13, p<.001
with the opportunities you have to make friends?	3.61 (3349)	3.25 (1367)	3.65 (336)	-	-	-	-	F(6,5045)=16.85, p<.001
with your general health care?	3.77 (3344)	3.44 (1370)	3.90 (324)	-	-	-	-	F(6,5031)=17.45, p<.001
with what you do in your free time?	3.62 (3365)	3.25 (1378)	3.83 (333)	-	-	-	-	F(6,5069)=21.13, p<.001

with how safe you feel in this facility?	-	-	-	4.03 (145)	3.32 (427)	4.41 (27)	3.75 (44)	F(6,636)=8.33, p<.001
with how safe you feel in your home/agency?(a, f, g, h, I)	3.97 (3229)	3.91 (1321)	4.17 (340)	-	-	-	-	F(6,4883)=2.69, p=.013

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

*Scheffe Post-Hoc significance at .05 or less.*

- (a) Interaction between CPRC Consumer and Non-CPRC Consumer.
- (b) Interaction between CPRC Consumer and Child/Adolescent.
- (c) Interaction between CPRC Consumer and Adult Acute Care.
- (d) Interaction between CPRC Consumer and Adult Long-Term Care.
- (e) Interaction between CPRC Consumer and Child/Adolescent Residential.
- (f) Interaction between Non-CPRC Adult and Child/Adolescent.
- (g) Interaction between Non-CPRC Adult and Adult Acute Care.
- (h) Interaction between Non-CPRC Adult and Adult Long-Term Care.
- (i) Interaction between Non-CPRC Adult and Child/Adolescent Residential.
- (j) Interaction between Child/Adolescent and Adult Long Term Care.
- (k) Interaction between Child/Adolescent and Child/Adolescent Residential.
- (l) Interaction between Adult Acute Care and Adult Long Term Care.
- (m) Interaction between Adult Acute Care and Child/Adolescent Residential.
- (n) Interaction between Adult Long Term Care and Child/Adolescent Acute Care.
- (o) Interaction between Adult Long Term Care and Child/Adolescent Residential.